

EMBASSY OF THE UNITED STATES OF AMERICA
MBABANE, SWAZILAND
VACANCY ANNOUNCEMENT

VA 020-16

June 6, 2016

OPEN TO: All Interested Candidates / All Sources

POSITION: Computer Operator

OPENING DATE: June 6, 2016

CLOSING DATE: June 20, 2016

WORK HOURS: Full-time, 40 hours/week

SALARY: *Ordinarily Resident (OR): E150,984 p.a. – E226,477 p.a. (Starting salary)
(**Position Grade: FSN-07**)
Non-cash benefits include medical and pension.

*Not-Ordinarily Resident (NOR): Salary is in US Dollars based on the US pay plan.

*Final grade/step for NORs will be determined by Washington.

ALL ORDINARILY RESIDENT (OR) APPLICANTS (*See Appendix A for definition*) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Mbabane is seeking an eligible and qualified applicant for the position of **Computer Operator** in the Information Systems Center (ISC).

BASIC FUNCTION OF POSITION

This position is the mid-level of a 3-person Information Systems Center (ISC) and reports to the Computer Management Assistant and replaces him during his absence. The incumbent provides the highest level of customer service. The incumbent is responsible for the Local Area Network (LAN) software applications management and analysis, LAN users' management support and training, LAN systems operation, maintenance and support, and assists with LAN and Telephone Infrastructure Support. The incumbent affords dignity and respect toward every member of the mission.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. **EDUCATION:** Comptia A+, Comptia Network+, Comptia Security+, Microsoft Certified Professional and working towards a Diploma in Information Technology and after completion of diploma a Baccalaureus Technologiae: Information Technology (**Attach copies of certificates**).

2. **EXPERIENCE:** A minimum of four years' work experience as an IT Systems Administrator or Manager in a small to medium sized LAN. Incumbent must have experience in Active Directory domain management and administration, as well as daily systems operations and maintenance.

3. **LANGUAGE:** Level III (good working knowledge) English, including all common terms of computer usage.

4. **JOB KNOWLEDGE:** Good knowledge of Communications Infrastructure and Network wiring, as well as technical skills in computer hardware maintenance is required. Advanced knowledge and administrative skills with Windows Server Administration, in a Domain Environment, Windows Active Directory, Exchange Server Administration, Windows Desktop, Advanced level knowledge and skills for MS Access, SQL and Excel Spreadsheet. MS Office suite of applications is required together with some experience of general office administration. Some knowledge and experience with Systems Management Server, and Cisco Networking Routers and Switches is desirable. CompTIA A+, Security + and Network +, MS Windows Server, SharePoint, Desktop, Active Directory, MS Exchange Server Administration certifications are desired. Web page creation and maintenance is also desired. Other advanced MCP's and Certifications will be considered.

5. **SKILLS AND ABILITIES:** Excellent LAN, Domain and Network Infrastructure Management and Administration skills are required. Excellent technical troubleshooting skills of infrastructure and network as well as operating systems and applications are required. Excellent Interpersonal skills are required to enable interaction at all levels with local and American staff, as well as regional personnel. Ability to teach is required. Incumbent must have a Swazi driver's license and be able to drive a United States Government vehicle.

FOR FURTHER INFORMATION: The detailed vacancy announcement can also be viewed at: <http://swaziland.usembassy.gov/>

SELECTION PROCESS: When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

HIRING PREFERENCE ORDER:

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP

ADDITIONAL SELECTION CRITERIA:

- 1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
- 2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
- 3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
- 4. The candidate must be able to obtain and hold a *Secret or Top Secret* security clearance.
- 5. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

HOW TO APPLY: Applicants must submit the following documents to be considered:

- 1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above); and
- 2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)

IMPORTANT: Applicants claiming a U.S. Veteran's preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process.

WHERE TO APPLY:

Human Resources Office	U.S. Embassy
Mailing Address:	P.O. Box D202, The Gables, Ezulwini
E-mail Address:	Mbabane_HRRecruitment@state.gov

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A - DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is defined an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term "child" shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**

- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**

- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.

Approved:	MO/MSTrahan
Cleared:	IMO/WBridgeland
Drafted:	HRC/SGVilane